



# Destiney Carrizal

## Dental Receptionist

Dedicated Dental Receptionist with 1 year of experience in providing exceptional patient care and smooth office operations. Proficient in appointment scheduling, patient record management, and insurance claims processing. Known for excellent communication, organization, and multitasking abilities, ensuring a positive experience for both patients and dental staff.

[destiney.carrizal@gmail.com](mailto:destiney.carrizal@gmail.com)   
(663) 276-3003   
123 Maple Street, Portland, ME   
04101

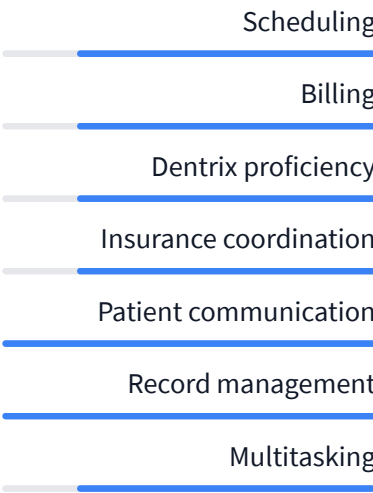
### Education

**Diploma in Dental Office Administration at University of Maine, Orono, ME**  
Aug 2018 - May 2022  
Relevant Coursework:  
Dental Office Procedures, Dental Terminology, Dental Billing and Insurance, Patient Management, Dental Software Applications, Records Management, and Office Communication.

### Links

[linkedin.com/in/destineycarrizal](https://www.linkedin.com/in/destineycarrizal)

### Skills



### Languages

### Employment History

#### Dental Receptionist at Aspen Dental, ME

Apr 2023 - Present

- Successfully managed a high volume of 100+ patient appointments daily, resulting in a 25% increase in monthly bookings and contributing to the overall growth of the practice.
- Streamlined the billing process for over 500 patients, reducing outstanding accounts receivable by 40% and improving overall cash flow for the office.
- Implemented a new patient management system that improved efficiency and reduced appointment scheduling errors by 60%, leading to higher patient satisfaction and retention rates.

#### Dental Office Assistant at Northeast Oral & Maxillofacial Surgery, ME

Jul 2022 - Mar 2023

- Successfully managed the scheduling of over 5,000 appointments in a year, ensuring timely and efficient patient care while maintaining a 95% appointment adherence rate.
- Streamlined office workflow by implementing a new electronic records system, reducing paperwork by 70% and improving overall productivity by 30%.
- Assisted in increasing annual revenue by 15% through diligent insurance claim submissions and follow-ups, resulting in a higher rate of claim approvals and reduced outstanding patient balances.
- Played a key role in boosting patient satisfaction scores by 20% through enhanced communication and collaboration with dental staff, leading to a more positive patient experience and increased referrals.

### Certificates

#### Certified Dental Receptionist (CDR)

Sep 2021

#### American Association of Dental Office Management (AADOM) Fellowship

Mar 2020

### Memberships